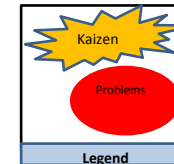


WORKFIRST-6: Post Comprehensive Evaluation Process

Root Cause Analysis (Fish Bone) #3



Problem Statement:

Why is the referral process not working?

- Why #1: No clear understanding of who to refer
- Why #2: We don't understand the SSI criteria
- Why #3: TANF disability criteria doesn't match SSI criteria

Problem Statement:

SSI is a long process and seems out of control

- Why #1: Distribution of resources/FTE isn't consistent
- Why #2: Each region has control over their FTE allocation
- Why #3: Data + performance hasn't prioritized this particular area
- Why #4: The perception feels like SSIF doesn't feel like a high priority

Problem Statement:

SSI process takes too long

- Why #1: Medical evidence submitted doesn't adequately support SSI eligibility determination
- Why #2: The request for medical evidence is made through the client instead of provider. results in 10-353 only w/no supporting documentation (chart, notes, etc.) which is insufficient
- Why #3: 10-353 is insufficient
- Why #4: Asking client to provide evidence

5 Whys

Kaizens chosen for action plan to implement

- #9: Request collateral documentation from partners
- #10: Case staffing w/SSIF prior to SSI referral
- #24 SSI clients stay w/SSIF
- #29 SSI become outcome based



Action Plan